

Senior Library Assistant

The Senior Library Assistant performs customer service assistance in person, by phone, and via email, and provides instruction on the use of library facilities, equipment, and technology. Duties include using electronic library systems to perform clerical services, including circulation of library materials, updating records, and communication with patrons and library staff; collection development and maintenance; and assisting with other library projects and programming. This position requires a great deal of public contact, excellent customer service skills, demonstrated patience and empathy, and an ability to keep abreast of library events, services, and procedures. Responsibilities include:

Library Service Delivery and Promotion

- Performs direct services to customers (Municipal ID, notary public, or passport services).
- Engages customers, with a focus on listening to and supporting their needs, anticipating and delivering high quality services, ensuring their satisfaction and connecting them to the collection and library services and programming.
- Models exceptional customer service to team members.
- Helps train new staff on public service operations.
- Assists with updating procedures manuals and instruction.
- Assists with ongoing or temporary projects (ILS records maintenance, stacks signage, security guard training class registrations).
- Assists with programming set up and delivery.

Collection Development and Maintenance

- Participates in the development and maintenance of the Library Collection, including selection of materials and creation of displays both physical and virtual
- Actively promotes library collections.
- Sorts and shelves books and other materials; leads other collection related projects under the direction of a supervisor.
- Inspects books and other materials for damage; routes deliveries of interlibrary loan materials.
- Processes incoming library materials.

Greeting and Customer Service

- Greet and welcome customers in person and on the phone; answers customer inquiries via email.
- Addresses inquiries and connects customers to the correct service or staff person.
- Responds to questions and complaints related to library use and tries to resolve issues.
- Uses traditional library resources including the library website, library catalogue, booklists, ready reference resources, etc., to answer routine, quick reference, and straight forward customer inquiries including, but not limited to:
 - Basic readers' advisory (ex. specific book titles, authors/titles in a specific genre,
 - General/ready reference (ex. telephone numbers, addresses/maps, definitions, general information on a subject matter, community resources, etc.)

Processing of Customer Accounts and Circulation of Materials

- Assists customers in borrowing, renewal, and returning books and other materials.
- Assists customers in applying for a library card.
- Processes library card applications; updates customer accounts.
- Collects payment for overdue, damaged or lost books and materials, and applies payments according to procedure.

Technical Assistance

- Assists customers in using the online catalog, Internet, library databases, website and other electronic tools and resources.
- Assists and instructs customers in use of printers, fax/scan machines, and other commonly accessible technological equipment.

QUALIFICATIONS

- Bachelor's Degree required.
- Must have one year of Library Experience.
- Must have two years of customer service experience in a fast-paced and diverse environment.
- Must have ability to operate and navigate a computer, comfortable using and instructing others on technological equipment, and solid working knowledge of all MS Office suite

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **Senior Library Assistant** in the subject line of your email.

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